Children & Young People Emotional Wellbeing Service Surrey County Council (SCC)

Technical Solution Requirements Specification

SURREY

Contents

Version Control

Version	Description	Date	Author
0.1	Initial draft compiled from requirements from SCC procurements	15/01/2020	Joanna Woodward

1. Introduction

1. Purpose

The purpose of this document is to describe the Surrey County Council's technical requirements for IT system(s) to support the Children & Young People Emotional Wellbeing Service being commissioned in partnership with NHS Surrey. The requirements listed fall into the following areas:

- Accessibility and web standards
- Architecture
- Data insights and data management
- Documentation
- Exit plan
- Governance, risk and compliance
- Identity and access
- Integration
- Licensing
- Resilience, backup and recovery
- Robotic process automation
- Scalability and performance
- Security
- Security, user and access management
- SLA and KPI
- Solution roadmap
- System administration
- System release and support strategy
- Usability

2. Prioritisation

The document includes a prioritisation for each requirement, guidance where appropriate and a template for responses. All requirements stated in this document have been MoSCoW rated using the guide below.

MSCW Rating	Description
M	'Must have' requirements are the minimum requirement and critical that the solution meets these requirements.
S	'Should have' requirements are requirements that, whilst not being absolutely necessary, are still very important in the solution. However, they are not critical. There may be other ways that the requirement is met.
C	'Could have' requirements are desirable but not necessary and could improve the user experience or customer satisfaction.
W	'Won't have' requirements that the solution does not need to meet, and are superfluous.

3. Requirements by area

A summary of the total requirements is included in the table below, along with the MoSCoW categorisation per function.

Category	Must	Should	Could
Accessibility and web standards	6	11	1
Architecture	11	3	
Data insights and data management	5	9	1
Documentation	3		
Exit plan		1	
Governance, risk and compliance	8	4	
Identity and access	3	3	
Integration	4	6	
Licensing	3		1
Resilience, backup and recovery	7	1	
Robotic process automation	1	1	
Scalability and performance	1		1
Security	22	2	
Security, user and access management	8	9	
SLA and KPI	1		
Solution roadmap	2		
System administration	8		
System release and support strategy	2		
Usability		9	
Grand Total	**95**	**59**	**4**

2. Technical Solution Requirements

This section specifies technical aspects of the required solution:

	Requirement	Benefits/Guidance	MoSCoW	Response
ACCESSIBILITY & WEB STANDARDS				
1.	IT system (including any help functionality) complies with, at minimum, the W3C WAI WCAG 2.0 (Web Content Accessibility Guidelines), Level AA. https://www.w3.org/TR/WCAG20/	Benefits: • Helps to ensure that the IT system is accessible to humans, devices, assistive technology and robots. Guidance: • System provider should provide evidence, such as proof of the solution passing testing by an accessibility professional. • Compliance with Section 508 - a US Federal Government subset of WCAG - is not an acceptable substitute for compliance with, at minimum, W3C WAI WCAG 2.0, level AA.	M	
2.	IT system/solution complies with the Equality Act 2010. http://www.legislation.gov.uk/ukpga/2010/15/contents	Benefits: • As an employer and service provider, SCC must ensure that tools and services avoid discrimination in the workplace and in wider society. Guidance: • System provider should provide evidence, such as proof of the solution passing testing by an accessibility professional.	M	
3.	IT system complies with The Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018.	Benefits: • This is a legislative requirement incumbent upon SCC as a local authority. Guidance:	M	

	Requirement	Benefits/Guidance	MoSCoW	Response
	http://www.legislation.gov.uk/uksi/2018/952/made	• System provider to provide evidence, such as proof of the solution passing testing by an accessibility professional.		
4.	IT system ensures that all objects, input operations, elements and functionality on each screen are uniquely and meaningfully identifiable, focusable, exposed and their status conveyed so that users (including humans, assistive technology and robots) are able to access and interact with them using a variety of methods which include (but not limited to): Keyboard, Mouse, Touch screen, Screen reader, Screen magnification software, Text reader, Speech input software, Head pointer, Motion or eye tracker, Single switch entry device, and Refreshable braille display.	Benefits: • Helps to ensure that the solution is accessible to humans, devices, assistive technology and robots. Guidance: • System provider to describe how the solution achieves this in a web standards compliant manner, ensuring accessibility and usability for a wide range of users, including humans, devices, assistive technology and robots. • System provider to provide evidence, such as proof of the solution passing testing by an accessibility professional.	M	
5.	IT system includes an authoring tool (the mechanism that authors use to create or modify content for use by end users) that is fully compliant with the W3C WAI ATAG 2.0 Authoring Tool Accessibility Guidelines). https://www.w3.org/TR/ATAG20/	Benefits: • Ability to author and maintain solution content. • As an employer, SCC must ensure that tools avoid discrimination in the workplace. Guidance: If an authoring tool is provided: • System provider to describe the authoring tool capabilities. • It must comply with the Guidelines.	C	

	Requirement	Benefits/Guidance	MoSCoW	Response
	ATAG overview: http://www.w3.org/WAI/standards-guidelines/atag/	• System provider to provide compliance evidence, such as proof of the solution passing testing by an accessibility professional. • If no authoring tool is provided, compliance is not applicable and not evaluated.		

6.	IT system is in compliance with:
	
	BS ISO/IEC 30071-1:2019
	
	Information technology — Development of user interface accessibility.
	
	Part 1: Code of practice for creating accessible ICT solutions and services.
	
	https://shop.bsigroup.com/ProductDetail?pid=000000000030349555
		Benefits:
		• It is important that accessibility is embedded into the solution's software development life cycle.
		
		Guidance:
		• System provider to provide the following information:
		  o Their accessibility policy.
		  o The solution's accessibility statement.
		  o A statement of the solution's level of compliance with the standard.
			S	

7.	IT system has been audited by an accessibility professional.	Benefits: • It is important that accessibility is embedded into the solution's software development life cycle. Guidance: • System provider to provide a copy of the most recent audit results, details of the test environments used (operating systems, user agents, devices, assistive technologies) and confirm whether the accessibility professional was or was not independent of their organisation.	S	

	Requirement	Benefits/Guidance	MoSCoW	Response
8.	IT system provider has a documented approach to addressing accessibility considerations during the solution's development lifecycle and throughout its operational life.	Benefits: • It is important that accessibility is embedded into the solution's software development life cycle. Guidance: • System provider to provide a copy.	S	
9.	IT system has HTML5 mark-up used on all screens and is/are validated to W3C HTML 5.2. http://www.w3.org/TR/html52/	Benefits: • Coding to web standards helps to ensure that the solution is accessible to humans, devices, assistive technology and robots. Guidance: • System provider to provide evidence of validation.	S	
10.	IT system uses CSS to control presentation (size, positioning and colour) of content on all screens, validated to W3C CSS standards. https://www.w3.org/TR/?title=css&status=rec	Benefits: • Coding to web standards helps to ensure that the solution is accessible to humans, devices, assistive technology and robots. Guidance: • System provider to provide evidence of validation.	S	
11.	IT system screens comprise well structured, semantic HTML5 mark-up presented in a logical, hierarchical order, to ensure that content is meaningful to humans, assistive technology and robots.	Benefits: • Semantics and hierarchical document structure are key elements of universal design, which enable the sequential and structural navigation of screen content. Guidance: • System provider to provide evidence, such as proof of the solution passing testing by an accessibility professional.	S	

	Requirement	Benefits/Guidance	MoSCoW	Response
12.	IT system uses colour only to enhance, emphasise or re-iterate information also shown by other means, rather than colour being used as the sole means to convey information.	Benefits: • This helps to avoid humans, assistive technology and robots being excluded from screen content. Guidance: • System provider to provide evidence, such as proof of the solution passing testing by an accessibility professional.	M	
13.	IT system provides alternative visual and non-visual means to access information contained in any images used to convey information.	Benefits: • This helps to avoid humans, assistive technology and robots being excluded from screen content. Guidance: • System provider to provide evidence, such as proof of the solution passing testing by an accessibility professional.	S	
14.	If the IT system provides keyboard shortcuts, they do not involve more than three simultaneous key presses.	Benefits: • To help ensure that the solution can provide the user with full and efficient keyboard access. Guidance: • System provider to provide evidence, such as proof of the solution passing testing by an accessibility professional. • System provider to explain how the solution avoids any solution keyboard shortcut combinations clashing with browser or assistive technology keyboard shortcuts. • If the keyboard shortcuts are configurable, system provider to provide details.	S	

	Requirement	Benefits/Guidance	MoSCoW	Response
15.	IT system is device, operating system and browser agnostic and does not rely on any particular hardware, operating system, device, browser or assistive technology combinations in order to be accessible.	Benefits: • To help ensure flexibility of working environment. Guidance: • System provider to confirm whether this requirement will be met with a Yes / No answer. • If the solution does have such a reliance, system provider to describe it and explain why this situation exists and what plan (including timescales) is in place to ensure that the solution's accessibility becomes hardware/operating system/device/ browser/assistive technology agnostic.	S	
16.	IT system does not prevent people and assistive technologies from having full control over colour, image display or text size (which is distinct from browser zoom functionality and enabled via relative CSS text sizing).	Benefits: • Enables people or assistive technologies to adjust colour, image display and text size, e.g. to apply a personal colour coding convention to differentiate environment types and reduce the likelihood of incorrect use of mis-configuration. Guidance: • System provider to provide evidence, such as proof of the solution passing testing by an accessibility professional.	M	
17.	IT system uses responsive design principles, to ensure that it successfully renders on a wide range of viewport widths including (but not limited to) mobile, tablet, laptop and desktop.	Benefits: • To help ensure flexibility of working environment across a wide range of devices. Guidance: • System provider to confirm the minimum viewport width (in CSS	S	

	Requirement	Benefits/Guidance	MoSCoW	Response
		pixels and not device pixels) which their solution requires to successfully render in an accessible and usable manner.		
18.	IT system provider is willing to participate with SCC in consultation and needs audit exercises, with individuals and partners representing the interests of users with particular needs; to help ensure continuity of accessibility and best practice.	Benefits: • System provider values continual learning and the universal design of solutions and services. Guidance: • System provider to confirm willingness or otherwise in their response.	S	
ARCHITECTURE				
19.	IT system is suitable for implementation in the SCC environment (Authority System), as detailed in the Infrastructure Summary in appendix A.	Benefits: • Ensuring the solution will work with SCC's IT Network, Identity management, operating systems, Client builds, and application delivery. Guidance: • System provider to confirm whether this requirement will be met with a Yes / No answer.	M	
20.	IT system provider must complete the Third-Party Hosting document attached in appendix B.	Benefits: • Assurance of appropriate and secure hosting environment. Guidance: • System provider to confirm whether this requirement will be met with a Yes / No answer.	M	
21.	IT system provider should provide details of any shared infrastructure components and how the	Benefits: • Assurance that components of the system used by other parties won't impact on performance.	S	

	Requirement	Benefits/Guidance	MoSCoW	Response
	performance of these is guaranteed.	Guidance: • System provider to describe all shared components and their impact on performance. For example, a large data upload by one customer will not impact the performance of another.		
22.	IT system is compatible with Microsoft Edge, the current version of Firefox and the current version of Google Chrome.	Benefits: • Ensuring compatibility with common browsers and current patched versions. Guidance: • System provider to confirm whether this requirement will be met with a Yes / No answer.	M	
23.	IT system supports the latest versions of common mobile browsers including Safari and Chrome.	Benefits: • Ensuring compatibility with common mobile device browsers. Guidance: • System provider to confirm whether this requirement will be met with a Yes / No answer.	M	
24.	If the IT system requires client software or browser plugins that need to be installed on user devices these are identified.	Benefits: • Ensuring compatibility with user devices deployed within SCC. Guidance: • System provider to provide a list of all software and plugins that need to be installed on user devices.	S	
25.	IT system is compatible with all versions of Microsoft Office which are in support from Microsoft.	Benefits: • Ensuring compatibility with user devices deployed within SCC. Guidance:	M	

	Requirement	Benefits/Guidance	MoSCoW	Response
		• System provider to confirm whether this requirement will be met with a Yes / No answer.		
26.	IT system uses SMTP in any email integration.	Benefits: • To ensure compatibility with open standards. Guidance: • System provider to confirm whether this requirement will be met with a Yes / No answer.	M	
27.	IT system does not spoof any of SCC's email domains. Any email that needs to be sent from one of SCC domains must be relayed via SCC's email systems.	Benefits: • Preventing email being blacklisted or marked as SPAM. Guidance: • System provider to confirm whether this requirement will be met with a Yes / No answer.	M	
28.	Bandwidth required for any client server communication is defined.	Benefits: • Ensuring the solution will work within SCC's IT environment (Authority System). Guidance: • System provider to describe bandwidth requirements based on overall Business and IT Specification.	S	
29.	All client software dependencies, e.g. Crystal Reports, Business Objects or Microsoft Office, or any other software, are identified.	Benefits: • Understanding dependencies on other 3rd party software Guidance: • System provider to list and describe all client software dependencies. • System provider to ensure that the cost impact of any such	M	

	Requirement	Benefits/Guidance	MoSCoW	Response
		dependencies is included in the Pricing schedule.		
30.	Any specialist software or hardware that is required on the client device is identified, including its intended purpose.	Benefits: • Required to inform and support software deployment to client devices and to help understand the extent of such dependencies and the associated SCC support activities. Guidance: • System provider to list and describe with full intended purpose. The expectation is that solutions which have fewer such dependencies will score higher during tender evaluation.	M	
31.	Any mobile device operating system restrictions that may affect the IT system's access or operations, i.e. operating systems for smartphones, tablet computers, and other mobile digital etc, are identified.	Benefits: • Clarity of mobile device restrictions. Guidance: • System provider to describe all restrictions.	M	
32.	IT system provider to describe how applications are published and the compatibility with Citrix and App-V packaging.	Benefits: • Citrix is used to publish almost all applications to both the Windows 10 clients and the Citrix shared desktop. Guidance: • The Citrix Farm is based on a Microsoft infrastructure based on Windows 2008 R2 x64 with a migration to Windows 2016 x64 underway. App-V is used for application virtualisation and Ivanti's	M	

	Requirement	Benefits/Guidance	MoSCoW	Response
		Desktop Suite is used for user personalisation. • System provider to explain how apps are published client side and mobile versions and capability to SCC software.		
DATA INSIGHTS & DATA MANAGEMENT				
33.	IT system ensures that all data relating to SCC's business will be owned by and accessible to SCC. Unrestricted access to all underlying data via a range of methods, primarily via third party reporting and data preparation tools such as Tableau, Business Objects, FME and SSIS as well as the ability to perform event based and near live data streaming via other third party tools.	Benefits: • Data will be owned by SCC and not by the supplier and as such there will be no cost for accessing it. • SCC requires unrestricted access to all the data stored in order to facilitate any analytics they may choose to carry out and to improve business processes, in terms of effectiveness and efficiency, such as providing the basis for budgeting, forecasting, planning (e.g. what if/modelling), accruals and journals. • SCC may wish to use any of the data for other purposes and would need access to automate its extraction. • Enables use of SCC preferred strategic reporting and data preparation tools. Guidance: • System provider to confirm whether this requirement will be met with a Yes / No answer. • If there are any access restrictions, system provider to provide details.	M	
34.	IT system provides a detailed data dictionary and documentation confirming where each data item on	Benefits: • Enables location of data items within the source database intuitively or guided by detailed documentation.	M	

	Requirement	Benefits/Guidance	MoSCoW	Response
	each solution screen is located in the database.	Guidance: • System provider to confirm whether this requirement will be met with a Yes / No answer. • System provider to provide copies of the data dictionary and schema definitions.		
35.	IT system supports live, or near live, streaming of all data to third party solutions. IT system supports functionality to perform event-based streaming.	Benefits: • Enables facility not only to batch extract information but also to stream data live on an event-driven basis to third party tools. Guidance: • System provider to confirm whether this requirement will be met with a Yes / No answer.	M	
36.	IT system's database supports the creation of new database objects by SCC, such as customised database functions and views to support reporting.	Benefits: • Supports creation of custom database objects to support reporting and analytics. Guidance: • System provider to confirm and describe which types of objects that could be created.	S	
37.	IT system provides a reporting data warehouse that can be configured by SCC so that it satisfies specific needs.	Benefits: • Reduces reliance on the system provider should reporting data loads fail or not contain functionality that may be required. Guidance: • System provider to provide documentation describing the capabilities of the reporting data warehouse and the configuration capabilities provided, along with Support SLAs and a development	S	

	Requirement	Benefits/Guidance	MoSCoW	Response
		request process and release frequency.		
38.	IT system has inbuilt dash-boarding and reporting that is fully configurable to support SCC needs without supplier assistance.	Benefits: • Provides individual users and departments with a self-service capability to run inbuilt and ad-hoc reports themselves, without the specialist analytics team. Guidance: • System provider to provide full details of solution and the configuration capabilities provided. • System provider to provide examples of report generation times by data volume, to enable assessment of the practical usability of the dashboarding and reporting solution.	M	
39.	IT system supports multiple reporting/data output formats such as (but not necessarily limited to): on screen within the application, CSV, HTML, PDF, tabular and graphical formats.	Benefits: • Individual users and departments can export data themselves without the specialist analytics team in a variety of formats. Guidance: • System provider to confirm the supported formats.	S	
40.	IT system can run reports in background and alert specific users when exception conditions are met.	Benefits: • Users are kept fully informed on the outcome of background report runs. Guidance: • System provider to describe how they will meet this requirement.	S	
41.	IT system provides a data archival capability.	Benefits: • Enables 'live' data volumes to be managed, and ongoing access to historic data (usually at lower	S	

	Requirement	Benefits/Guidance	MoSCoW	Response
		frequency) to be supported via the archival solution. Guidance: • System provider to provide full details of solution, including what support it provides for defining and maintaining data archival policies. • System provider to confirm that archival solution will provide SCC with the same level of unrestricted access to archived data from whichever method we choose as per requirement 33.		
42.	IT system is well aligned to the Technology Code of Practice. https://www.gov.uk/government/publications/technology-code-of-practice/technology-code-of-practice	Benefits: • The code of practice is aligned to SCC strategic goals and organisation vision. Guidance: • System provider to explain how solution supports these principles. If there are any principles that solution does not meet, system provider to specify details.	S	
43.	IT system supports SCC's requirement to use AI, machine learning and other advanced analytics techniques to gain insight.	Benefits: • More powerful analytic capabilities. • Delivers insights into potential business process improvements, e.g. to allow Finance to be more effective business partners (but also important as a cross-functional requirement). Guidance: • System provider to detail inbuilt capabilities of the system and how the system can utilise advanced analytics tools.	S	

	Requirement	Benefits/Guidance	MoSCoW	Response
44.	IT system provides support for natural language/ conversational search.	Benefits: • Provides a more comfortable query interface for end users. Guidance: • If supported, system provider to provide details.	C	
45.	IT system supports master data management.	Benefits: • Data consistency and managed duplication of data where appropriate. Guidance: • If supported, system provider to provide details.	S	
46.	IT system stores data in such a way as to support the exit of a Service Beneficiary to which SCC provides ERP services.	Benefits: • Ability to return data to the sovereign owners (Service Beneficiaries) when required. Guidance: • System provider to describe how system would identify data sovereignty in order to support the on-boarding and off-boarding of Service Beneficiaries.	M	
47.	IT system supports or ensures semantic consistency across different business areas, e.g. Finance and Operational, ideally using SCC terminology rather than generic terminology imposed by the system.	Benefits: • Usability and ease of understanding of the system. • Complementary to master data view (requirement 45). Guidance: • If supported, system provider to provide details.	S	
DOCUMENTATION				
48.	IT system includes end user documentation and/or help.	Benefits: • Aids end user training.	M	

	Requirement	Benefits/Guidance	MoSCoW	Response
		Guidance: • System provider to describe what standard work instructions and/or online application help are available and provide samples.		
49.	IT system includes support documentation.	Benefits: • Understanding of expected formats and level of detail of these documents, from any support request. • Ability to create a knowledge base going forward. Guidance: • System provider to describe what support documentation is available and provide samples.	M	
50.	IT system includes configuration and other technical documentation.	Benefits: • Understanding of expected formats and level of detail of these documents, from any development or customising. • Ability to create a knowledge base going forward. Guidance: • System provider to describe what is provided.	M	

51.	IT system provider provides a high-level architectural diagram that shows how each component within the solution delivers the functional requirements.	Benefits:
		• Clear understanding of:
		    ○ Integrations
		    ○ Crossovers
		    ○ Gaps
		
		Guidance:
		• System provider to provide a copy of the diagram.
			S	

	Requirement	Benefits/Guidance	MoSCoW	Response
EXIT PLAN				

52.	IT system provider can describe their approach to exit management.	Benefit:
		• Clarity on responsibilities for both parties.
		• Clarity on ownership of data and ease of access.
		• Ability to access/archive data for future use.
		• Understand timelines and ease for which data can be accessed.
		
		Guidance:
		• System provider to describe exit plan, including but not limited to:
		  o Notice Period
		  o Charges (if applicable) indicating what they are covering
		  o Roles and Responsibilities for SCC and the provider
		  o Data extraction and access periods
		  o Tools provided to extract data
		  o Data extraction format and access
		  o Documentation to support
		  o GDPR implications.
			M	

GOVERNANCE, RISK & COMPLIANCE (GRC)				
53.	IT system provider can identify risks associated with: • users • authorisation roles • combinations of authorisation roles/ profiles	Benefits: • Ability to identify and manage risks in the most efficient way. Guidance: • System provider to confirm what pre-configured risk definitions are provided in the system and what capabilities are provided to define custom risks.	M	

	Requirement	Benefits/Guidance	MoSCoW	Response
		• System provider can identify risks both in a specific authorisation profile (roles) and in a given set of profiles. • System provider can identify users that have one or more access profiles assigned to them that alone or in combination present a risk. • System provider to describe any capability to carry out what if risk modelling to enable proactively manage risk. • System provider to state if solution has the ability to categorise the level of risk e.g. high, medium or low, please give details.		
54.	IT system can perform detailed risk analysis to identify the source of risks.	Benefits: • Improved ability to analyse and eliminate the risk. Guidance: • Risks often can come from the transactions that the user has been given access to but also from specific activity or data. Risk can also arise from conflicting activity in two different transactions that the user has access to. • System provider to describe this requirement will be met.	M	
55.	IT system can identify the ability of users to perform critical activity in the system.	Benefits: • Ability to report on critical activity to ensure no unauthorised user has access to them, e.g. direct access to database tables. Guidance: • There will be specific activities in the system that are identified as critical, such as the ability to run background	M	

	Requirement	Benefits/Guidance	MoSCoW	Response
		jobs or moving configuration changes between environments. • System provider to describe how this requirement will be met.		
56.	IT system has tools and processes to enable the mitigation and control of risks.	Benefits: • Tools will support tracking mitigated risks. Guidance: • System provider to describe how this requirement will be met. • System provider to include any information relating to the mitigation workflow, e.g. ownership, review dates, approvals etc.	M	
57.	IT system has standard GRC reporting capabilities.	Benefits: • Easy reporting on standard GRC data to allow more effective management of risks, users and usage. Guidance: • System provider to describe the standard reports provided. • System provider to confirm what capabilities are provided to produce reports on demand and what controls are implemented to prevent undesirable performance impact, and confirm what capabilities are provided to schedule batch reporting. • System provider to describe any capabilities for data to be exported to a variety of formats for further analysis in external tools, e.g. Excel.	M	
58.	IT system has capabilities to define custom GRC reports.	Benefits: • Ability to produce GRC reports not addressed by the standard report set.	S	

	Requirement	Benefits/Guidance	MoSCoW	Response
		Guidance: • The reporting system to be flexible and allow production of custom reports on various aspects of the system relating to risks, users, usage or access. System provider to describe how this is supported. • As for standard reports above, system provider to also confirm and describe the on-demand and batch scheduling capabilities for custom reports.		
59.	IT system has capabilities to create risk status dashboards for risk owners and controllers.	Benefits: • Improved risk management through clear visibility of current risk status for risk owners and controllers. Guidance: • System provider to describe how this requirement will be met.	S	
60.	IT system has capabilities to enable 'firefighter' (emergency access) users to perform activities required to address exceptional issues for a limited period of time.	Benefits: • The firefighter user will enable users to carry out some high risk but necessary activity in the production system safely. • Any automated approval process, workflow and audit trail as below will support efficient management of firefight access. Guidance: • System provider to describe any automated approval process, workflow and audit trail associated with this capability, if any.	M	
61.	IT system is able to handle additional access requests from users with necessary	Benefits: • Supports documentation of the approval process for additional system access for audit purposes.	S	

	Requirement	Benefits/Guidance	MoSCoW	Response
	approval steps together with automated workflows to approvers and controllers.	Guidance: • System provider to describe how this requirement will be met.		
62.	IT system supports configurability of workflows and approval processes: • The end to end processes are configurable to SCC requirements and are not rigid. Workflow steps can be added or excluded. • These changes can be made without requiring supplier support	Benefits: • Supports implementation of the best process flows to fulfil business requirements. Guidance: • System provider to describe how this requirement will be met.	S	
63.	IT system has GRC functionality that is available both in test and production environments as a minimum.	Benefits: • Ability to assess risks fully within the test environment before addressing them in the production environment. • Enables simulation of "what if" scenarios. Guidance: • System provider to provide a yes/no response for the minimum requirement and full details if more is provided.	M	
IDENTITY & ACCESS				
64.	IT system identifies all users with a unique User ID.	Benefits: • To maintain security of the solution. Guidance: • System provider to confirm whether this requirement will be met with a Yes / No answer.	M	
65.	IT system allows single sign-on using user credentials	Benefits:	M	

	Requirement	Benefits/Guidance	MoSCoW	Response
	from SCC's Active Directory, providing the user with experience of logging in just once (Single Sign On - SSO) and being able to navigate across ERP applications/components seamlessly without a need to enter credentials for each application.	• To maintain security of the solution and usability. Guidance: • System provider to confirm whether this requirement will be met with a Yes / No answer.		
66.	IT system integrates with the SCC's One Identity, Quest Identity Manager to allow HR data to be synchronised with the SCC's Active Directory, e.g. for starters and leavers.	Benefits: • To ensure compatibility with systems. Guidance: • System provider to confirm whether this requirement will be met with a Yes / No answer.	M	
67.	IT system provider to explain how their authentication solution works for external users.	Benefits: • To maintain access for external parties not using the Surrey County Council network. Guidance: • System provider to describe how secure access can be provided to external partners and customers. • System provider to explain the methods to authenticate external users from multiple different authentications.	S	
68.	If the IT system supplies login credentials to users, it does this securely.	Benefits: • To maintain security of the solution. Guidance: • System provider to describe the method used for this function.	S	

	Requirement	Benefits/Guidance	MoSCoW	Response
69.	IT system's user accounts are not be generic or shared.	Benefits: • To maintain security of the solution. Guidance: • System provider to confirm whether this requirement will be met with a Yes / No answer.	S	
70.	IT system supports the OpenIdConnect protocol for end users accessing web-based user interfaces.	Benefits: • Maintaining Open Standards Guidance: • System provider to confirm whether this requirement will be met with a Yes / No answer.	M	
INTEGRATION				
71.	IT system provides documented APIs capable of use by SCC's strategic integration tool (Dell Boomi).	Benefits: • Enables integration of the system with other SCC systems (Authority System). Guidance: • Other systems (data sources/data targets) need to be integrated with IT system and so must be able to utilise SCC's strategic integration tool to achieve economies of scale, resourcing etc. • SCC's integration tool will be used to bring in activity data for use in analytics/reporting and to improve business processes. • System provider to provide copies of the API documentation for review. • System provider to provide details of any previous integrations with external systems using Dell Boomi and any best practice integration guidance that can be offered.	M	

	Requirement	Benefits/Guidance	MoSCoW	Response
72.	IT system has APIs that support a RESTful (HTTPS REST) interface.	Benefits: • These are SCC's desired API protocols and enable consistent gateway services (see below). Guidance: • System provider to provide copies of the API documentation for review.	M	
73.	IT system provides an enterprise connector for Dell Boomi.	Benefits: • An enterprise connector will enable delivery of relatively simple integrations quickly, without the need to utilise API-based integration. Guidance: • System provider to provide links to/copies of the connector documentation for review.	S	
74.	IT system has APIs with development environments that enable the development of custom end points.	Benefits: • Ability to address challenging integration requirements where system's standard API calls are insufficient for integration needs. Guidance: • If this is supported, system provider to provide details of the custom development environment and programming language used. • System provider to confirm what impact, if any, customised development has upon system technical support provisions for API use.	S	
75.	IT system supports OAuth 2.0 scopes-based authorisation in endpoints or	Benefits: • Enables application of consistent security policies within the context of API-based integration.	M	

	Requirement	Benefits/Guidance	MoSCoW	Response
	authorisation via an API Key.	Guidance: • System supports one or both authorisation methods. • System provider to provide copies of the API documentation for review.		
76.	IT system has a documented API call charging policy.	Benefits: • Enables understanding of the cost impact of large-scale API use for integration. Guidance: • System provider to provide copies of the API call charging policy for review. • System provider to include any charges in the Pricing Schedule.	S	
77.	IT system supports unrestricted data access (subject to security model as noted above) through APIs and use of data in external systems.	Benefits: • Restrictions may limit ability to implement the integrations needed. Guidance: • System provider to provide details of any restrictions imposed on API-based data access and external use, e.g. charging for such use.	S	
78.	IT system supports high volume batch scheduling and processing.	Benefits: • Enables implementation of high-volume processes in a way which avoids undesirable performance impact on online users. Guidance: • System provider to provide links to/copies of documentation that describes these capabilities.	S	
79.	IT system supports real time data exchange with external	Benefits:	S	

	Requirement	Benefits/Guidance	MoSCoW	Response
	systems, both outbound (system data sent to external system) and inbound (external data sent to the system).	• Enables real time integration with external systems for online users. Guidance: • System provider to describe how their solution supports such use by SCC, e.g. through use of documented APIs and/or an enterprise connector for Dell Boomi.		
80.	IT system has integration tool options other than Dell Boomi (requirement 71).	Benefits: • Enables understanding of other integration tool options and costs. Guidance: • System provider to provide documentation describing the tool capabilities and confirm the costs for the tool. • System provider to provide details of any previous integrations with external systems using the tool and any best practice integration guidance they can offer.	C (not to be scored)	
LICENSING				
81.	IT system's licensing model allows SCC to flex up and down the licence volume.	Benefits: • Understanding of licensing required and costs. • Understanding of up/down scaling ease and ability to control and optimise service costs. • Improved system performance based on effective and timely scaling to meet SCC's changing needs. Guidance: • System provider to describe licensing model.	M	

	Requirement	Benefits/Guidance	MoSCoW	Response
82.	IT system's licensing model allows access for third parties, e.g. schools, academies etc.	Benefits: • Ability to support commercial business offerings. • Understanding of up/down scaling ease and costs. Guidance: • System provider to confirm whether this requirement will be met with a Yes / No answer. • If system provider has specific reporting requirements for licenses used by third parties, to describe them.	M	
83.	IT system's licensing model supports the use of current and future technology innovation, such as (but not necessarily limited to the following technologies): • Artificial Intelligence (AI). • Internet of Things (IOT). • Robotic Process Automation. • 3rd party integration tools, such as Dell Boomi (SCC's strategic integration tool).	Benefits: • Establishes clear costs. • Understanding of up/down scaling ease and costs. • Ability to use such technologies without prohibitive costs. Guidance: • System provider to confirm and describe how indirect and non-human user licensing is supported.	M	
84.	IT system provider to describe their licensing audit report requirements and any capabilities provided to assist with this.	Benefits: • Clear understanding of responsibilities and capabilities. • Aids compliance to the licensing contract. • Ability to report on license usage. Guidance:	M	

	Requirement	Benefits/Guidance	MoSCoW	Response
		System provider to describe the requirements and capabilities provided.		
SOLUTION ROADMAP				
85.	IT system provider to detail how the solution is kept up to date in order to maintain compatibility with mainstream operating systems, databases and office applications.	Benefits: • To ensure that the solution remains supportable and is compatible with current supported operating systems and office software. Guidance: • System provider to explain how this requirement for maintaining compatibility is met.	M	
86.	IT system provider to provide the solution roadmap for their next development cycle, and beyond if they have concrete plans.	Benefits: • Evidence of continued solution development and innovation. • Improved future-proofing of the solution to meet future requirements. • Improved benefits realisation resulting from future solution enhancements. Guidance: • System provider to describe how the roadmap is managed and developed on an ongoing basis.	S	
RESILIENCE, BACKUP & RECOVERY				
87.	IT system is resilient.	Benefits: • Ensure appropriate resilience of the solution, e.g. system is backed up in its entirety to an alternative location Guidance: • If solution is high availability, system provider to describe how this is achieved and any associated costs.	M	

	Requirement	Benefits/Guidance	MoSCoW	Response
		• If solution is based on backups, system provider to provide details of their offering and any associated costs.		
88.	IT system provider to provide Recovery Time Objective (RTO) timescales indicating how quickly the solution can be recovered.	Benefits: • Assurance that the solution will be recovered in a timely manner in a Disaster Recovery situation. Guidance: • System provider to detail Recovery Time Objective. • System provider to detail process for recovery of the underlying Operating System, databases and Application Layer.	M	
89.	IT system provider to provide their Recovery Point Objective (RPO). Any supplier work to recover must be included within the RPO.	Benefits: • Assurance that the solution will be recovered with minimal data loss in a DR situation. Guidance: • System provider to detail their Recovery Point Objective. • System provider to describe their data recovery process.	M	
90.	IT system's backup system must be capable of recovering the solution to the RTO and RPO.	Benefits: • Assurance that the solution can be recovered in a Disaster Recovery situation. Guidance: • System provider to confirm this requirement will be met. • System provider to provide details of the operational process with roles and responsibilities (RACI), to include	M	

	Requirement	Benefits/Guidance	MoSCoW	Response
		the location of software and appropriate licence keys.		
91.	IT system's backup process does not impact the normal performance or operation of the solution.	Benefits: • To ensure that the backup process does not impact normal operation. Guidance: • System provider to provide details of backup operations and the impact to users and customers.	M	
92.	IT system is built with enough resilience to allow for routine maintenance and patching to be conducted without impacting its availability.	Benefits: • Assurance that routine maintenance and patching does not impact the performance of the solution. Guidance: • System provider to detail operations and any impact to solution availability.	M	
93.	IT system provider completes a successful disaster recovery test at least annually to confirm the solution can be recovered.	Benefits: • Assurance the solution can be fully recovered in a disaster recovery situation. Guidance: • System provider to detail their operations for disaster recovery testing.	M	
94.	IT system encrypts all backup media, such as, but not limited to, tapes.	Benefits • To protect the confidentiality of data. Guidance: • System provider to confirm whether this requirement will be met with a Yes / No answer.	M	

	Requirement	Benefits/Guidance	MoSCoW	Response
ROBOTIC PROCESS AUTOMATION				
95.	IT system has no limitations to using RPA (Robotic Process Automation), i.e. a robotic user/RPA tool can perform the same functions as a member of staff.	Benefits: • Limitations may constrain application of RPA in cases where its use is needed. • Ability to use RPA extensively and as needed using RPA tools is key to ongoing business process improvement. Guidance: • System provider to confirm whether this requirement can be met. • System provider to specify the solution functions that are not accessible or not allowed for robotic use.	S	
96.	IT system includes process automation capabilities, either as a built-in capability or as an optional component.	Benefits: • Provides additional process automation options, without using third-party RPA tools, e.g. to automate routine period-end activities. Guidance: • System provider to provide documentation describing any automation capabilities. • System provider to confirm the costs within the Pricing Schedule if this is an optional component.	C	
SCALABILITY & PERFORMANCE				
97.	IT system imposes no practical limits on level of use, e.g. regarding the total number of users that can be	Benefits: • Ability to extend level of use as needed to satisfy demand.	M	

	Requirement	Benefits/Guidance	MoSCoW	Response
	defined and logged in concurrently, the maximum number of data records that can be stored, the maximum number of partner organisations etc.	Guidance: • System provider to describe how solution use can be expanded to cater for increases in organisations, users and estate sizes whilst maintaining system performance.		
98.	IT system provides the capability to measure and monitor performance (from their customer's perspective).	Benefits: • Improved visibility of solution performance, providing insightful performance information to the internal support team. Guidance: • System provider to describe any tools and utilities available, either as part of operating software or as discrete software modules, to provide ongoing performance monitoring, performance reporting and capacity planning of the solution proposed. This refers to the measurement of both hardware and software performance, and of real time performance, e.g. end user response time analysis.	S	
SECURITY				
99.	IT system fully complies with SCC's IT Security Policy appended in appendix C.	Benefits: • To maintain security of the solution. Guidance: • System provider to confirm whether this requirement will be met with a Yes / No answer.	M	
100.	The supplier/technology provider/host must be ISO 27001 certified.	Benefits: • To maintain security of the solution. Guidance:	M	

	Requirement	Benefits/Guidance	MoSCoW	Response
		• System provider to confirm whether this requirement will be met with a Yes / No answer. • System provider to provide a copy of the certificate and statement of applicability.		
101.	IT system supports conditional access allowing different levels of authentication dependent on the device and location.	Benefits: • To maintain security of the solution. Guidance: • System provider to describe the solution's approach to conditional access.	M	
102.	IT system supports Geolocation access controls.	Benefits: • To limit access to data outside the UK. Guidance: • System provider to confirm whether this requirement will be met with a Yes / No answer.	M	
103.	IT system protects against cyber threats, e.g. using (but limited to) network segmentation.	Benefits: • Ensuring security by use of abstraction layers. Guidance: • System provider to confirm whether this requirement will be met with a Yes / No answer. • System provider to describe how solution supports this requirement.	M	
104.	IT system supports 2-factor authentication.	Benefits: • To prevent unauthorised access to the solution. Guidance:	M	

	Requirement	Benefits/Guidance	MoSCoW	Response
		• System provider to confirm whether this requirement will be met with a Yes / No answer.		
105.	IT system supports IP address white and blacklisting.	Benefits: • To prevent unauthorised access to the solution. Guidance: • System provider to confirm whether this requirement will be met with a Yes / No answer.	M	
106.	IT system performs all administrative functions from dedicated administrative accounts.	Benefits: • To prevent privilege escalation risks. Guidance: • System provider to confirm whether this requirement will be met with a Yes / No answer.	M	
107.	IT system supports multiple password complexity policies.	Benefits: • To allow more complex passwords and 2 factor authentication to be applied to privileged accounts. Guidance: • System provider to confirm whether this requirement will be met with a Yes / No answer.	M	
108.	IT system holds all data covered by the Data Protection Act 2018 within the UK.	Benefits: • To comply with legal requirements. Guidance: • System provider to confirm whether this requirement will be met with a Yes / No answer.	M	
109.	IT system encrypts all data in transit. This should include all browser sessions, client server communication,	Benefits: • To protect the confidentiality of data. Guidance:	M	

	Requirement	Benefits/Guidance	MoSCoW	Response
	APIs or other system integrations.	• System provider to confirm whether this requirement will be met with a Yes / No answer.		
110.	IT system provider applies all critical security patches to the solution within 30 days of release.	Benefits: • To maintain security of the solution. Guidance: • System provider to confirm whether this requirement will be met with a Yes / No answer.	M	
111.	IT system provider completes an annual penetration test of the solution.	Benefits: • To maintain security of the solution. Guidance: • System provider to confirm whether this requirement will be met with a Yes / No answer.	M	
112.	IT system provider to share penetration test reports with SCC's IT Security Team.	Benefits: • To maintain security of the solution. Guidance: • System provider to confirm whether this requirement will be met with a Yes / No answer.	M	
113.	IT system provider completes the penetration test by a CHECK-approved tester.	Benefits: • To maintain security of the solution. Guidance: • System provider to confirm whether this requirement will be met with a Yes / No answer.	M	
114.	IT system provider remedies all high-risk vulnerabilities identified in the penetration test within 2 weeks.	Benefits: • To maintain security of the solution. Guidance: • Confirm whether this requirement will be met with a Yes / No answer.	M	

	Requirement	Benefits/Guidance	MoSCoW	Response
115.	IT system remedies all medium-risk vulnerabilities identified in the penetration test within 1 month.	Benefits: • To maintain security of the solution. Guidance: • System provider to confirm whether this requirement will be met with a Yes / No answer.	M	
116.	IT system checks for viruses or other malicious content as part of the upload process all documents and attachments that are uploaded to the solution.	Benefits: • To maintain security of the solution. Guidance: • System provider to confirm whether this requirement will be met with a Yes / No answer.	M	
117.	IT system times out a logged in end-user session after a configurable and pre-set period of inactivity.	Benefits: • To maintain security of the solution. Guidance: • System provider to provide a Yes / No Response	M	
118.	IT system includes an audit log of all system and user activity.	Benefits: • To maintain security of the solution. Guidance: • System provider to provide a Yes / No Response	M	
119.	IT system maintains audit logs for a minimum of 6 months.	Benefits: • To maintain security of the solution. Guidance: • System provider to provide a Yes / No Response. • In case retention period is different, system provider to provide the retention period available.	M	
120.	Any internet accessible solution is located within a	Benefits: • To maintain security of the solution.	M	

	Requirement	Benefits/Guidance	MoSCoW	Response
	DMZ and protected by a firewall.	Guidance: • System provider to provide a Yes / No Response.		
121.	The solution network perimeter is protected by firewalls certified by relevant security standards such as EAL4+, NSS Labs or ICSA.	Benefits: • To maintain security of the solution. Guidance: • System provider to provide a Yes / No Response.	S	
122.	IT system is protected by a Web Application Firewall (WAF) protecting against the OWASP Top 10 most critical web application security risks.	Benefits: • To maintain security of the solution. Guidance: • System provider to provide a Yes / No Response	S	
SECURITY, USER & ACCESS MANAGEMENT				
123.	IT system has the ability to group users for maintenance purposes into different user groups and to classify users by user type.	Benefits: • Improves efficiency of maintenance and management of users when it can be done via the user group. Guidance: • Examples of user groups: Super User, Finance User, Temporary User. • Example of user types: System user, Business user, communications user, etc. • Example of usage: Lock all Business users. • System provider to describe how solution will meet this requirement.	M	
124.	IT system has the ability to maintain default parameters for individual user accounts or user groups.	Benefits: • Helps to tailor the system default behaviour to the needs of specific users and groups of users, e.g. to apply specific field values and view selections.	S	

	Requirement	Benefits/Guidance	MoSCoW	Response
		Guidance: • System provider to provide a representative set of examples of how this feature can be used in their solution.		
125.	IT system supports the provisioning of user profiles/permissions centrally and across the non-production environments. (Users are created in the central (production) system and then propagated to the other environments as necessary.)	Benefits: • Enables centralised provisioning of user profiles/permissions, considerably speeding up creation of users who need access to most or all environments in the system. Guidance: • System provider to describe how solution will meet this requirement.	S	
126.	IT system has standard authorisation profiles that can be customised according to SCC specific requirements. (There should be profile templates for standard system functionality which can be customised to meet specific requirements.)	Benefits: • Makes building custom access profiles/roles easier when complex technical issues are involved. Guidance: • System provider to describe how solution will meet this requirement.	S	
127.	IT system has capabilities to define end user access rights at a detailed level providing control over users' access to specific functionality and data. Profiles are able to determine what screens, fields or data the user can access and what activity the	Benefits: • User access can be designed and built to detailed functional and data requirements, ensuring data integrity and protection of sensitive data. Guidance: • System provider to describe how solution will meet this requirement.	M	

	Requirement	Benefits/Guidance	MoSCoW	Response
	user can perform on the data items etc.			
128.	IT system facilitates the building of new authorisation profiles/roles based on recording or tracing of a business process.	Benefits: • Recording of the business process enables speedier development of custom access profiles. Guidance: • For example, the business process can be recorded or traced in some manner which enables identification of what authorisations are being checked in the process. • System provider to describe how solution will meet this requirement.	S	

129.	IT system grants SCC the ability to group related data or activities for authorisation purposes.	Benefits:
		• Increased flexibility and power in the design of access profiles.
		• Easier to manage and administer user access.
		
		Guidance:
		• The permission or authorisation in an access profile can be for system functionality or for data access, enabling data or programs to be grouped in some logical way.
		• For example, the user profile for Business Admin might allow the user to:
		  • Maintain data relating to employee groups 1, 3, 4 but not 2 or 5.
		  • Execute programs in group 2B.
		  • Maintain document types C, D and F.
		  • Run reports in group R6.
			M	

	Requirement	Benefits/Guidance	MoSCoW	Response
		• System provider to describe how solution will meet this requirement.		
130.	IT system enables the restriction of direct table access at row, column or table level as well as at table group level.	Benefits: • Increased protection of data integrity and sensitive data in tables. • If data in tables can be secured, then data accessed via any method that by-passes user authentication and normal authorisation checks, would be protected. Guidance: • If available, system provider to describe the capability.	S	
131.	IT system has approval and data control processes that are secured so that requestors cannot approve their own requests/ requests they are not authorised to approve/ or change personal data they are not allowed to change.	Benefits: • Ensures process and data integrity through robust authorisation controls. Guidance: • System provider to describe how solution will meet this requirement.	M	
132.	IT system tracks all changes to user accounts and authorisation profiles etc. These are logged with a viewable change history that can be reported on.	Benefits: • Enables data quality checks and compliance with audit requirements. • Provides an essential tool when troubleshooting access issues. Guidance: • System provider to describe how changes are logged and how they can be reported upon. • System provider to confirm ability to analyse data in reports further or to export the data to a spreadsheet for further analysis.	M	

	Requirement	Benefits/Guidance	MoSCoW	Response
133.	IT system enables reporting on all access permissions or authorisations for a selected access profile or profiles as well as for a user, selected users or a user group, both for at the present time and for a selected point in time or time period in the past.	Benefits: • Enables finding authorisations embedded in the profiles and identifying users who have access to that authorisation or permission. • The system maintains the history of changes to user accounts and authorisations in profiles, as well as of assignment of profiles or authorisations to users. Guidance: • System provider to describe how solution will meet this requirement.	M	
134.	IT system logs and traces user actions, including authorisation failures for troubleshooting purposes and analysis. Alternatively, the solution may produce meaningful error reports which identify the source of the error.	Benefits: • Improved and faster issue analysis and resolution. Guidance: • System provider to describe what analysis tools are available in system.	M	
135.	IT system can report on usage of applications and user activity over a period of time.	Benefits: • This data will support responding to queries on usage or user access, respond to security breaches. • It will help ensure that the correct licence types are assigned to users based on usage or user activity. Guidance: • System provider to provide Yes/No answer.	M	
136.	IT system provides the capability to customise the default data entry values in data entry screens and	Benefits: • Improved speed of operation and reduced data entry/selection times	S	

	Requirement	Benefits/Guidance	MoSCoW	Response
	selection fields such as those used when running reports.	where the default values are applicable. Guidance: • System provider to describe how this requirement will be met.		
137.	IT system provides the capability to mask sensitive field values in user views in the live solution.	Benefits: • It is sometimes necessary to protect personal or sensitive data, and also to grant access to a safe view of the data. Guidance: • System provider to describe how solution will meet this requirement.	S	
138.	IT system is able to anonymise data in non-Production environments.	Benefits: • Copying live data to test systems ensures that end-to-end processes can be tested in those environments without having to create a lot of data and test scenarios manually. Guidance: • System provider to describe how solution will meet this requirement.	S	

139.	IT system ensures adherence to the GDPR regulations.	Benefits:
		• Integrating privacy as an essential part of the system makes sure that the rights of users and the data subjects are protected.
		
		Guidance:
		• System provider to describe the system capability of supporting principles and users' rights such as:
		  • Privacy by design
		  • Consent to the use of personal data
			M	

	Requirement	Benefits/Guidance	MoSCoW	Response
		• The right to have personal data erased • The right to restrict the processing of personal data • Users' right to data portability.		
SLA & KPI				
140.	IT system provider to provide details of the SLA and KPI frameworks for the SaaS solution (COTS Software), which as a minimum must include:. For priority one incidents: • The response time does not exceed 1 hour. • The system provider to provide a resolution or a workaround or an action plan within 4 hours. • The system provider to continue to work on a 24x7 basis until resolution or a workaround acceptable to the Authority is delivered. For priority 2 incidents: • The respond time does not exceed 4 hours. • The supplier to provide a resolution or a workaround or an action plan within 3 working days.	Benefits: • Enables effective management and tracking of service and support quality, and resolution of issues. • Allows comparison and assessment of the frameworks relative to SCCs IT operational SLAs. Guidance: • System provider to provide details of SLA and KPI framework for solution. • A priority one incident is where a critical business activity cannot be performed in a timely manner with serious impact on the majority of users and no temporary manual workaround is available • A priority two incident is where part of the system is unusable preventing users from carrying out their duties. Multiple users and/or the licensee sites are affected.	M	

	Requirement	Benefits/Guidance	MoSCoW	Response
SYSTEM ADMINISTRATION				
141.	IT system provider to describe the solution's schedule release and framework for statutory updates.	Benefits: • Clear understanding of timeframes and how statutory requirements are met. • Expectations for supporting documentation. • Ability to schedule project and resources. • Integration/change dependencies timeline identified ahead of time. Guidance: • Full process and RACI. • Frequency and timeframes. • Supporting documentation provided. • Dependencies on general patching/ new releases.	M	
142.	IT system provider to provide a system administration RACI.	Benefits: • Understanding of roles and responsibilities for system administration. Guidance: • System provider to provide details of what administration activities will/can be performed by SCC's internal support team including details of any tools and/or pre-defined processes that need to be followed.	M	
143.	IT system to provide details of the different environments that will be available.	Benefits: • Understanding of the different environments and their uses. • Ability to assess and compare different environments during patching/upgrade/change projects.	M	

	Requirement	Benefits/Guidance	MoSCoW	Response
		Guidance: • Three environments (Development, QA/Test & Production) as a minimum will be required, but the implementation partner to recommend the minimum 'optimum' number. • Additional environments (Training, Sandpit, Pre-Prod) are desired; system provider to confirm if these will be available. • System provider to confirm that all environments are accessible for use with robotic process automation and integration tools. This will support testing existing automations and integrations against new releases, test new automations and integrations, and fully utilise these technologies in Production/BAU.		
144.	IT system provider to describe offering for refreshing non-Production environments with Production data and configuration elements.	Benefits: • Up-to-date data and configuration for project testing and problem solving. Guidance: • System provider to describe refresh process and provide a RACI. • System provider to confirm the number of refreshes per year and any restrictions.	M	
145.	IT system to describe the deployment processes between environments for the Authority's configuration changes and customisations, such as customised reports.	Benefits: • Clear understanding of schedule, timeframes and restrictions. Guidance: • System provider to describe how solution will support this requirement, including which parts of the process	M	

	Requirement	Benefits/Guidance	MoSCoW	Response
		are manual and which are automated, and provide a RACI.		
146.	IT system provider to describe the application/ functional configuration process and internal resources and skill set required.	Benefits: • Understanding of internal resource requirements. • Understanding of skill set needed for internal resources. Guidance: • System provider to describe any restrictions imposed on SCC's ability to be able to perform application/ functional configuration tasks.	M	
147.	IT system to provide system availability monitoring capabilities.	Benefits: • Confidence in the system availability and notification of issues process. • Full understanding of the standard offering and any optional enhancements. Guidance: • System provider to describe how solution will meet this requirement, including details of the tools used and how the Authority is advised of any issues identified and how they will be resolved. • System provider to include both standard offering and any optional enhancements to this service. Include the costs for any optional enhancements in the Pricing Schedule. • System provider to provide a RACI for resolution of system availability issues.	M	
148.	IT system provider to describe standard support	Benefits:	M	

	Requirement	Benefits/Guidance	MoSCoW	Response
	model and processes along with any enhancements available and associated costs.	• Clear understanding of the process for raising incidents, changes and queries. • To understand the levels available and be able to make conscious decisions on costs vs requirements. Guidance: • System provider to include all levels of support available, service and support personnel, including their roles and responsibilities. • System provider to reflect any associated costs in the Pricing Schedule.		
SYSTEM RELEASE & SUPPORT STRATEGY				
149.	IT system provider to explain approach to changes whereby SCC has to comply with government legislative change, e.g. GDPR.	Benefits: • Approach to government legislative change. Guidance: • System provider to provide details on approach for high impact changes of this nature.	M	
150.	IT system provider to provide details of the current size, make-up, meeting frequency and location of its software user group and details of any subscription fees.	Benefits: • Enables understanding of how rich, active and influential the user community is. Guidance: • System provider to provide documentation describing software user group and details of any subscription fees.	S	
USABILITY				
151.	IT system is intuitive, effective, efficient and	Benefits:	S	

	Requirement	Benefits/Guidance	MoSCoW	Response

	satisfying to use, enabling users to achieve their goals with ease.
	
	In accordance with:
	BS EN ISO 9241-11:2018 Ergonomics of human-system interaction. Usability: Definitions and concepts.
		• To provide users with a seamless, functional working environment which enables them to reach their goals in a timely and efficient manner.
		
		Guidance:
		• System provider to provide full colour screenshots of solution, when rendered on the following device classes (and confirm the specific devices and viewport widths used in the examples):
		  • Mobile, landscape
		  • Mobile, portrait
		  • Tablet, landscape
		  • Tablet, portrait
		  • Laptop
		  • Desktop
		• System provider to provide evidence of usability testing performed during the development of the solution.		

152.	IT system behaves consistently across all screens, in terms of look and feel, main navigational elements, tone, terminology and behaviour of elements and objects.	Benefits: • To provide users with a seamless, functional working environment which enables them to reach their goals in a timely and efficient manner. • To provide users with an efficient and reliable way to navigate the solution. Guidance: • System provider to provide evidence, such as proof of the solution passing testing by an independent usability professional.	S	
153.	IT system does not require users to remember information when travelling between screens.	Benefits: • To reduce cognitive load and to reduce the likelihood of users encountering errors.	S	

	Requirement	Benefits/Guidance	MoSCoW	Response
		Guidance: • System provider to provide evidence, such as proof of the solution passing testing by an independent usability professional.		
154.	IT system has easy access to 'Help' information available from every screen within the solution.	Benefits: • To enable self-service and the means to confidently accomplish tasks. Guidance: • System provider to provide evidence, such as proof of the solution passing testing by an independent usability professional.	S	
155.	IT system has input fields that provide easy access to the most common default value (for example the first option for a select element containing a list of countries, is "United Kingdom" and not "Andorra").	Benefits: • To enhance efficiency and reduce risk of error. Guidance: • System provider to provide evidence, such as proof of the solution passing testing by an independent usability professional.	S	
156.	IT system makes it clear to users (including humans, assistive technology and robots) when a task has been completed.	Benefits: • To ensure that the solution can be used fully and effectively in all contexts, that it is intuitive and to reduce the risk of confusion or error. Guidance: • System provider to provide evidence, such as proof of the solution passing testing by an independent usability professional.	S	
157.	IT system provides validation/error messages which use plain English (not	Benefits:	S	

	Requirement	Benefits/Guidance	MoSCoW	Response
	technical jargon) and which advise the user how to proceed.	• To ensure that the solution is intuitive, easy to learn and to reduce risk of confusion. • Ensures data accuracy. Guidance: • System provider to provide evidence, such as proof of the solution passing testing by an independent usability professional.		
158.	IT system provides users with the means to confirm destructive actions such as deleting data.	Benefits: • To reduce likelihood of destructive errors. Guidance: • If the solution provides such means, system provider to describe the circumstances in which this occurs.	S	